

DVD Recorder Troubleshooting

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Problem	Possible Cause	Remedy
The DVD Recorder cannot be switched on by the remote control or the unit's power button	The unit may be in External Link Mode. Check the display for "EXT" or "EXT LINK"	Exit External Link mode by pressing the External Link button on the remote control
The unit switches to standby mode	One of the unit's safety devices is activated.	Press the power button on the main unit to turn the unit on. If the problem continues, contact a DSN Service Centre
The power is turned off automatically	If you connected this unit to a "HDAVI Control" compatible TV with an HDMI cable, or connected this unit to a Q Link-compatible TV with a fully wired 21-pin Scart cable, this unit will be automatically be switched to standby when the TV is switched to standby.	This is one of the added features of Q-Link & HDAVI control. It is possible to disable the Q-Link control or HDAVI Control in the setup menu of the DVD Recorder/TV.
The display is dim.	The brightness of the display can be set to Bright or Dim in the setup menu	Change "FL Display" in the Setup menu
"0:00" is flashing on the unit's display.	The time and date are not set	Set the time and date in the setup menu. Auto Time and Date can be set to automatically set the time and date.
The time on the clock is set incorrectly	On some occasions Automatic clock setting from the broadcasters may not work correctly.	Switch off Automatic time setting and set the time and date manually.
The time recorded on the disc and the available time shown do not add up.	Times shown may disagree with actual times. Available recording space on DVD-RW (DVD-Video format) or +RW increases only when the last recorded title is deleted. It does not increase if other titles are deleted. Even if you delete recorded content from the DVD-R, DVD-R DL, +R or +R DL the available recording time is not recovered.	This is normal The time remaining on a DVD is an estimate only based on average programme material. The amount of time actually remaining on the DVD will depend on the content of the programme and the data compression level used at the time of the actual recording.
The displayed time of this unit is different from the actual recording time.	While searching, the elapsed time may not display correctly	This is normal and does not represent a malfunction.
"U88" is displayed and the disc Cannot be ejected.	The unit is carrying out the recovery process. This is usually after a power failure or when the unit has been disconnected from the mains power incorrectly.	1 Press the power button on the main unit to switch the unit to standby. If the unit doesn't switch to standby, press and hold Power Button on the main unit for about 10 Seconds. The unit is forcibly switched to standby. 2 While the unit is off, press and hold Stop and channel up button on the main unit simultaneously for about 5 seconds. Remove the disc

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<p>The remote control doesn't operate DVD Recorder or a TV</p>	<p>The batteries are dead. You are not pointing the remote control at the correct unit. The remote signals are being obscured by sunlight or another bright light The child lock function is active</p>	<p>Replace the batteries Point the remote controller at the front of the DVD Recorder, not the TV. Don't place the DVD Recorder in direct sunlight or other bright light. Press and hold the "OK" and "Return" buttons simultaneously until the X HOLD disappears from the display.</p>
<p>The remote control doesn't operate DVD Recorder</p>	<p>The remote control and main unit are set to different codes. The main unit will display the code it is set to when you operate the remote control.</p>  <p>In this example the remote code is set to DVD1 on the main unit. The remote controller must be set to the same code.</p>	<p>Change the code on the remote control to the codes displayed on the front of the main unit.</p> <p>Press and hold down the OK button and the number 1, 2 or 3 simultaneously for about 5 seconds.</p> <p>Use OK & 1 for DVD1 Use OK & 2 for DVD2 Use OK & 3 for DVD3</p>
<p>The unit is on but cannot be operated</p>	<p>Recording drive or playback drive has not been selected. One of the unit's safety devices may have been activated.</p>	<p>Select the correct drive by pressing the "Drive Select" button.</p> <p>1 Press the "Power Button" on the main unit to switch the unit to standby. If the unit doesn't switch to standby, press and hold Power Button on the main unit for about 10 Seconds. The unit is forcibly switched to standby. Alternatively, disconnect the AC mains lead, wait one minute and then reconnect it.</p> <p>2 Press the "Power Button" on the main unit to switch it on. If the unit still cannot be operated, contact a DSN Service Centre</p>
<p>Hard Disk operation is slow to respond</p>	<p>The Hard disk may be energy save mode.</p>	<p>Please wait a few seconds while the hard disk resumes normal speed.</p>
<p>Cannot eject a disk</p>	<p>The unit is recording Linked timer recordings with external equipment is in recording standby ("EXT-L") on the unit's display blinks when the power button is pressed).</p>	<p>Wait for the recording to end or stop the recording manually</p> <p>Press [EXT LINK] to cancel the recording standby.</p>

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Cannot eject the disk	There may be a malfunction	<p>Do the following to eject the disc.</p> <p>1 Press the power button on the main unit to switch the unit to standby. If the unit doesn't switch to standby, press and hold Power Button on the main unit for about 10 Seconds. The unit is forcibly switched to standby.</p> <p>2 While the unit is off, press and hold Stop and channel up button on the main unit simultaneously for about 5 seconds. Remove the disc</p> <p>If the problem continues contact a DSN Service Centre</p>
Start up is slow	<p>Quick Start may not be set to "On"</p> <p>A DVD is being read</p> <p>The Clock has not been set</p> <p>The unit has been disconnected from the mains supply</p>	<p>Make sure that "Quick Start" is set to "On".</p> <p>Wait for the DVD to finish reading</p> <p>Set the Time and Date or select Automatic Time setting from the setup menu.</p> <p>The unit must remain connected to the mains supply (in standby) for the quick start to work.</p>
No sound on the TV (Picture is OK)	Check connections from DVD Recorder to TV.	<p>Check that Scart connections are pushed fully home and that the Scart plug has not come out on one side.</p> <p>If separate audio and video connections are in use check the audio output from the DVD Recorder is connected to the Audio input of the TV</p>
No Picture on the TV (Sound is OK)	Check connections from DVD Recorder to TV.	<p>Check that Scart connections are pushed fully home and that the Scart plug has not come out on one side.</p> <p>If separate audio and video connections are in use check the Video (S-Video) output from the DVD Recorder is connected to the Video (S-Video) input of the TV</p>